OSPS

OPERATOR HANDBOOK

5E7

AT&T

451-271

EMERGENCY/ BLV/EI

POSITION CONTROLS

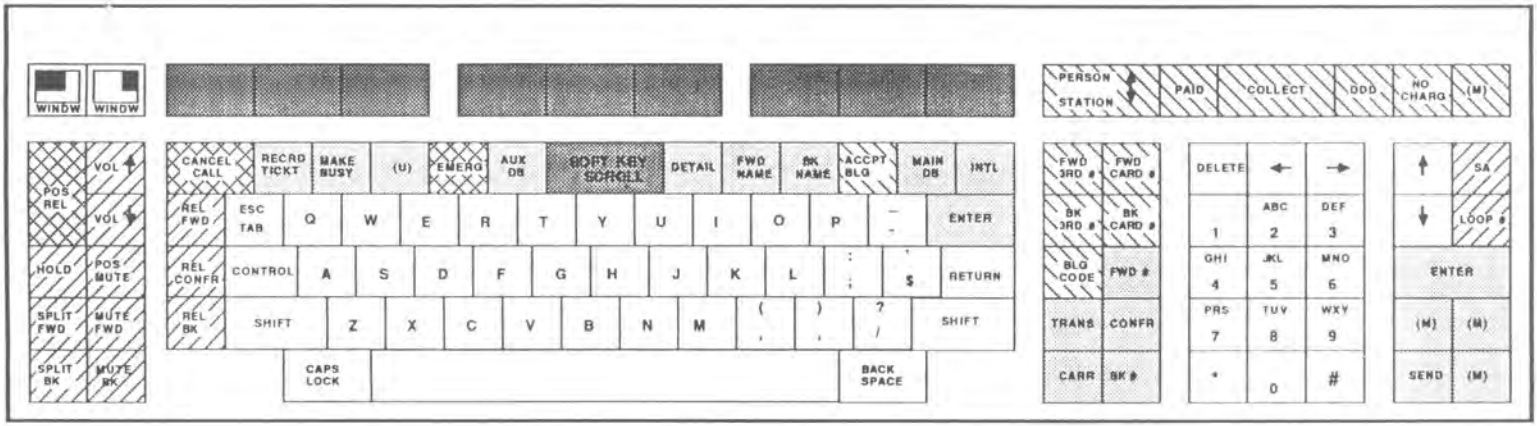
COLLECT & PERSON CALLS

NUMBER BILLING CALLS

COIN PAID CALLS

0- ASSISTANCE

INTERNATIONAL CALLING



OSPS KEYBOARD

AT&T Proprietary

Generic 5E7 *Use Pursuant to Company Instructions* *5/92*

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BASIC EMERGENCY CALL

If a customer has an emergency call for the police, fire or ambulance:

1. Press EMERG key

2. If city is not given, ask, "For what city, please?"

3. Make note on any emergency details:

   - Press DETAIL key
   - Input information
   - Press ENTER

4. Locate emergency agency number in COMPIS

   - Press MAIN DB
   - If COMPIS emergency tab is not displayed, press SHIFT-SOFT KEY SCROLL until you see it
   - Press EMERG COMPIS soft key
   - Press soft key for agency desired, FIRE, POLICE, etc.
   - If state abbreviation is not already correctly input, type 2-letter state abbreviation
   - Press RETURN
   - Input approx. first three letters of city name
   - Press ENTER

5. Press FWD # key and input forward number and press ENTER

6. Press COMPIS QUIT soft key to return to COMPIS keyset 1 and press MAIN DB to return to OSPS call processing screen

(CONTINUED ON NEXT PAGE)

BASIC EMERGENCY CALL (CONT'D)

7. If call is toll, class charge appropriately (usually PAID) and press MANUAL TICKET soft key
   NOTE: If call is coin paid, collect deposit, but do not delay call to do so. Collect coins at end of call, if necessary to avoid delay

8. When satisfactory connection to the forward number is established, press HOLD

9. When Back and/or Forward on-hook icons blink, press MAKE BUSY

10. As soon as possible, return to emergency loop:

    - Press LOOP # key
    - Input number of emergency loop on hold
    - Press ENTER

11. When you are certain neither party requires further service:

    - Press RECRD TICKT
    - Press POS REL
    - Press MAKE BUSY

EMERGENCY CALL - BACK PARTY HANGS UP

If a cust reports an emergency and hangs up:

1. Press EMERG key

2. Press the DETAIL key, type any information about the emergency given and press ENTER

3. Locate required emergency agency number in COMPIS
   - If COMPIS EMERG soft key is not displayed, press SHIFT-SOFT KEY SCROLL until you see it
   - Press EMERG COMPIS soft key
   - Press soft key for agency desired, FIRE, POLICE, etc.
   - Press CONTROL-Bk # key to transfer digits of back number into first input field
   - Press ENTER

4. Press FWD # key, input the agency telephone number and press ENTER

5. Press COMPIS QUIT soft key to redisplay COMPIS keyset 1, and press MAIN DB to redisplay OSPS call processing screen

6. When agency answers, identify yourself as the operator and pass any emergency information to them

7. If the agency takes the report, press RECRD TICKT and POS REL

   If agency asks you to try to get party back on the line, press BK # and SEND to ring the back party

BUSY LINE VERIFICATION AND EMERGENCY INTERRUPT

If a line has been busy for a long time, a customer may call you and ask you to check to see if the line is really busy or if there is some trouble on the line. This is called Verifying a busy line or Busy Line Verification (BLV).

Sometimes a customer has an urgent call for a busy number and will ask you to break in on the converation in progress and ask them to hang up so that the customer can reach them. This is called Emergency Interrupt (EI).

In most cases, you must reach a distant operator for assistance. In some areas, you will sometimes be able to perform these services for the customer yourself. In the following pages, are the procedures for Busy Line Verification and Emergency Interrupt requests.

BUSY LINE VERIFICATION (BLV)

1. Input a class charge that is acceptable for verification, STATION PAID, STATION BK CARD #, STATION BK 3RD #.

2. Press VERIFY soft key

If VERIFY OK displays:

1. Ask customer to hold and press SEND

2. If you hear scrambled conversation, press SPLIT FWD

3. Press SPLIT BK and inform Back party of conversation

4. If Back party does not require further service, press RECRD TICKT

5. Press POS REL

NOTE: If unable to verify (verification circuits unavaiable, or other non-chargeable condition), press CANCEL CALL instead of RECRD TICKT

If VERIFY DENY displays:

1. Inform customer that number cannot be verified

2. Press CANCEL CALL and if no further service is requested, press POS REL

(See next page for VERIFY INDET responses)

BUSY LINE VERIFICATION (CONT'D)

If VERIFY INDET displays (Route # field highlighted):

1. Look up BLV/EI route in COMPIS
   - Press MAIN DB to access COMPIS
   - If Keyset 1 is not displayed, press SHIFT-SOFT KEY SCROLL until you see it
   - Press NPA-NXX COMPIS soft key
   - Press CONTROL-FWD # key to input fwd NPA-NXX into input field
   - Press ENTER

2. Input BLV/EI route in OSPS Route # field:
   - Press SOFT KEY SCROLL until you see the OSPS ROUTE # soft key and press it
   - Input digits of BLV/EI code in highlighted Route # field
   - Press ENTER

3. Advise party to hold and press Route # soft key and then press SEND

4. Press MAIN DB to return to OSPS call processing screen

5. Ask operator to verify Forward Number

6. Press REL FWD after operator gives report

7. Press SPLIT BK and report to Back party

8. Press RECRD TICKT to record any possible Verify charge and POS REL

EMERGENCY INTERRUPT (EI)

Verify a busy line before an emergency interrupt. (See BUSY VERIFICATION for procedure.) After verifying the number or reaching the distant verification operator:

1. Press EI soft key
2. Make Emergency Interrupt announcement:

   Via Distant Opr. - I have a request for emergency interrupt for [fwd #] from [Back party]
   Direct To Fwd Party - This is the operator. I'm sorry to interrupt. I have an urgent (or other words used by the customer) call for [forward number] from [Back party]. Will you release the line?

3. After response is received, press SPLIT FWD
4. Press SPLIT BK and give report on fwd party's response to Back party
5. Press RECRD TICKT
6. If customer will dial, press POS REL

If you encounter an EI situation that would not be chargeable, but verification charge would still apply:

1. Press EI CANCEL
2. Press SPLIT BK and inform the Bk party
3. Press RECRD TICKT and POS REL

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HOW TO LOG IN

1. Plug in headset
2. Input ID (a_ _ _ _)
3. Press ENTER

----Position is automatically Made Busy----

4. Press MAKE BUSY when ready to begin handling calls

(If you make a mistake, press LOGIN soft key and repeat)

HOW TO LOG OFF

1. Press MAKE BUSY
2. Complete handling any call in progress
3. Unplug headset from position

HOW TO RELIEVE ANOTHER OPERATOR

1. Plug in and take over control of the call from the other operator
2. Press MAKE BUSY
3. Complete handling the call
4. Hold down the CONTROL key and press SOFT KEY SCROLL
5. Press LOGIN soft key
6. Input your operator ID (a_ _ _ _) and press ENTER
7. Press MAKE BUSY again when ready to begin handling calls

HOW TO ADJUST SCREEN BRIGHTNESS

1. Brightness softkeys are displayed automatically at Login

2. At other times, hold down CONTROL key and press SOFT KEY SCROLL

3. Press BRIGHT ↑ or BRIGHT ↓ soft key to increase or decrease brightness one step at a time on an 8-step scale

NOTE: Brightness level selected is displayed to the right of the soft key group containing the Brightness soft keys, for example, B4, for the fourth or middle brightness level.

HOW TO ADJUST VOLUME

1. Press VOL ↑ or VOL ↓ key to increase or decrease sound level one step at a time on a 5 step scale

NOTE: Volume level selected is displayed between the third and fourth softkeys from the left, for example, V3, for the third or middle volume setting.

HOW TO CUT OFF MICROPHONE

1. Hold POS MUTE key down to cut off microphone (to cough or clear throat, for example)

2. Release POS MUTE key to restore communication

NOTE: While POS MUTE is held down, all OSPS key actions are blocked

HOW TO BLOCK NEW CALL ARRIVALS

1. Press MAKE BUSY to block any new call from coming in to the position

2. Press MAKE BUSY again when ready to begin receiving new calls

HOW TO CHANGE SOFT KEY ROWS

To display the available call handling soft key sets:

Press SOFT KEY SCROLL until desired soft key label is displayed

To display the available position control soft key sets:

Hold down the CONTROL key and press SOFT KEY SCROLL until label is displayed (Login or Brightness, for example)

HOW TO CHANGE PAGES IN A WINDOW

To display any page available in Window areas on screen:

Press appropriate WINDW key until page is displayed (Black rectangle on key indicates the window it controls)

NOTE: Tabs at the top of each Window area indicate pages that are available

NOTES

COLLECT AND PERSON CALLING

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MECH COLLECT CALL - 1ST OPR

1. Answer

2. Class Charge
   - STATION COLLECT - Press COLLECT
   - PERSON COLLECT - Press Person/Station and COLLECT

3. Acknowledge/Brand, as appropriate

4. If PR OK displays, press POS REL

NOTE: If customer asks you to remain on the line or has experienced a dialing or service difficulty that requires your connecting the call:

1. Press SEND to override MECH and outpulse the call.

2. Request back name (and forward name, if person) as an overlap as the call advances. Note it in the Bk Name (and Fwd Name) fields, if desired.

3. When number answers, announce:

   STATION COLLECT: This is the (AT&T)* operator with a collect call for anyone from (Back Name). Will you pay for the call?

   PERSON COLLECT: This is the (AT&T)* operator with a collect call for (forward name) from (back name). Will you pay for the call?

4. If charges are accepted (and correct party is located, if person), press POS REL.

INTL (NON-MECH) PER & COLLECT

1. Answer

2. Class Charge
   - STATION COLLECT - Press COLLECT
   - PERSON COLLECT - Press Person/Station and COLLECT
   - PERSON PAID - Press PERSON/STATION and PAID
   - PERSON (other than Paid or Collect) - Press PERSON and input billing number --- card #, 3rd #, hotel rm #

3. Acknowledge/Brand, as appropriate

4. If BLG OK, fwd number outpulses

5. If Collect, ask "Do they speak english at the number we're calling?"
   (If NO,press REL FWD and reach inward for language assistance, see page 59)

6. If Collect, check TCS message for coin check information to check for coin.
   (If fwd # is a coin, press REL FWD, inform customer call is not permitted and request alternate billing.)

7. Ask for any names required for your collect/person announcement - they may be noted in the Bk or Fwd Name fields

8. If fwd number answers, announce call and handle as usual.
   Collect: "United States is calling. I have a collect call for (anyone, forward name) from (Bk name). Will you pay for the call?"
   Person (Other than collect): "(Name) please, United States is calling."

COLLECT & PAID BILLING DENIED

COLLECT billing check responses:
PUBLIC PHONE displays in reverse video:
- The forward number is a public telephone. If charges are accepted, card or third number billing must be obtained.

PUBLIC ?? displays in reverse video:
- Equipment cannot determine if call is a public phone. Handle as usual, but be alert for any indication that fwd # is a public station.

BLG DENY displays and COLLECT is in reverse video
- The forward number does not accept collect calls

BLG DENY displays and COLLECT key is rejected, error msg: Collect Billing not permitted with Fwd #
- Collect calling is not permitted to the country dialed*

BLG DENY displays and COLLECT displays in reverse video, error message displays: Route Collect to IOC
- Collect calls to the country dialed must be routed to the IOC*

PERSON Billing Check Responses:
OSPS will indicate billing has been rejected for card or 3rd # billing in the usual way. If PAID billing rejects:

BLG DENY displays and PAID is in reverse video, error message: Billing number is not accepted by carrier
- The back number failed AT&T's Network Call Denial (NCD) check and is not acceptable for billing an AT&T call.

NOTES

NUMBER BILLING CALLS

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INPUTTING NUMBERS ON OSPS

HIGHLIGHTING:
- A bright background for an OSPS field indicates the field is ready for input or for editing of any existing information in the field.

CURSOR:
- A highlighted field will contain a small bar or cursor that shows where you are keying. Letters or numbers will appear where the cursor is located when input. If something is already in that space, it will be overwritten with the new input.

ARROW KEYS:
- Move the cursor in a highlighted OSPS field without affecting the contents of the field.
- Pressing a right or left arrow key moves the cursor one space at a time in the field. Holding down the arrow key makes it move continuously until key is released or end of field is reached.
- Pressing an up or down arrow key moves the cursor from one line of a field to the next in fields that have more than one line.

BACKSPACE KEY:
Moves cursor back one space at a time, erasing anything already in that space.

DELETE KEY:
Pressing DELETE while a field is highlighted removes all the contents of the field.

STATION BACK CARD # BILLING

1. Input the card number, if card billing is requested

   - Press the Bk Card # field key
   - Key digits of card number
   - Press ENTER

2. Acknowledge/Brand, as appropriate

3. If BLG OK and PR OK display, press POS REL

   If BLG OK and call auto-outpulses, wait for ring (as locally directed) and press POS REL

   If BLG DENY:
   - Ask customer to repeat card number and compare with display
   - If mistake was made keying, edit number
     - Press Bk Card # key
     - Use arrow or backspace keys and rekey incorrect digits or use DELETE and rekey entire number
     - Press ENTER
     - If number is correct, say, "I'm sorry. That number is not acceptable for billing. Do you have any other way you can bill your call.

BILLING CHECK RESPONSES

BILLING CHECK DISPLAY
Description of what it means

BLG OK & PR OK
Billing is valid, call may be released for automatic connection

BLG DENY, Card # in reverse video
Card is not valid, check that number is input correctly, indicate billing is not acceptable and ask for alternate billing

BLG DENY, Card # in reverse video, error msg: Billing number not accepted by Carrier
Card is not valid for an AT&T call. Since Padlock icon is shown, you cannot complete any call for the customer.

BLG DENY, Card # in reverse video, error msg: Billing number not accepted by carrier
Card is not valid for an AT&T call. Since Padlock is NOT shown, you could complete a LEC call for the customer.

BLG OK, Card # is shaded, NO AUTO OUTFWD displays, error msg: CARD # billing not permitted to FWD #
Card is valid, but card number billing is not permitted to the called country. (Explain restriction. If customer claims exemption from the restriction, connect to IOC. In emergency, pressing SEND will override blockage.

SRV DENY, Card # in reverse video
Card cannot be used to pay for the type of service requested. Explain restriction and request alternate billing.

STATION BACK 3RD NUMBER BILLING - NO ACCEPTANCE REQUIRED

1. When billing to another telephone number is requested, press the BK 3RD # key, key the full 10-digit third number and press ENTER

2. Acknowledge/Brand, as appropriate

3. If NO ACC REQD (or PUBLIC??) and PR OK display, press POS REL

   If Fwd # is INTL, NO ACC REQD displays and call auto-outpulses, wait for a ring (as locally directed) and press POS REL

   If BLG DENY displays, ask customer to repeat number and compare with the display

   - If mistake was made keying, edit number
     - Press Bk Card # key
     - Use arrow or backspace keys and rekey incorrect digits or use DELETE and rekey entire number
     - Press ENTER

   - If number is correct, say, "I'm sorry. That number is not acceptable for billing. Do you have any other way you can bill your call.

STATION BACK 3RD NUMBER BILLING - ACCEPTANCE REQUIRED

After inputting 3rd #, if verbal acceptance is required, BLG OK will display instead of NO ACC REQD and the third number will be copied from the Back Third Number field to the Conference Number field. One of the following messages will display in the center of the Screen page:

Verbal accpt reqd and call outpulses to third number over conference connection - Remain on line with customer to obtain acceptance

Verbal accpt reqd - time inappropriate, third number does NOT outpulse, PR OK displays - Ask if it is all right to call for acceptance at this late hour. If no, express regret and request alternate billing. If yes, press Bk 3rd # or Confr # and SEND, to outpulse the third number for acceptance.

Verbal accpt reqd - REL CONFR first, third number does NOT outpulse - Press REL CONFR to clear an existing conference connection, then press Bk 3rd # or Confr # and SEND to outpulse the third number for acceptance.

Verbal accpt reqd - SPLT BK or SPLIT FWD first, third number does NOT outpulse - Two voice connections to external telephone numbers exist, one connection must be split before third number can be outpulsed. Inform customer they will be split and press Split Bk and/or Split Fwd. Press Bk 3rd # or Confr # and SEND to outpulse the third number for acceptance.

Can't determine if verbal accpt reqd, PR OK displayed - Advise customer you will connect them and press POS REL.

OBTAINING 3RD NUMBER ACCEPTANCE

When the call is outpulsing on the conference connection for verbal acceptance:

1. Say, "I must obtain acceptance at the billing number. May I have your full name, please?"

2. You may note name given in Back Name field as a reminder (Press BK NAME key, type name, ENTER)

3. If third number is busy or DA, express regret that call cannot be billed there and request alternate billing.

5. If third number answers, press MUTE BK and say, "This is the (AT&T) operator. (Bk name) would like to bill charges for an (AT&T) long distance call to this number. Is that all right?"

   Charge Accepted:
   - Acknowledge and press ACPT BLG key
   - Press MUTE BK and say, "I'll put your call through now."
   - If PR OK displays, press POS REL
   - If call auto-outpulses (International), remain on the line for a ring (as locally directed) and press POS REL

   Charge Not Accepted:
   - Denied, not authorized, etc., acknowledge and press REL CONFR
   - Press MUTE BK and ask if there is any other way to bill call
   - If not, press CANCEL CALL and POS REL

1+ HOTEL CALLS

1. Say, "(This is the AT&T operator.)* May I have your room number please?"

2. Input digits/letters of the room number and press ENTER (Be alert to any screen message indicating initials should be obtained in addition to the room number.)

3. Acknowledge/Brand, as appropriate (If Screen Code message says AHIT branding is required, say, for example, "Thank you for using AT&T and we hope you enjoy your stay at (hotel name)."

4. Press POS REL

NOTE: If any other service is requested, input appropriate class charge/ billing and handle as usual.

0+ HOTEL ROOM # BILLING CALLS

1. If hotel room number billing is requested on a 0+ hotel call, press the HOTEL RM # soft key

2. Request the room number, if not given

3. Input digits/letters of the room number and press ENTER (Be alert to any screen message indicating initials should be obtained in addition to the room number.)

4. Acknowledge/Brand, as appropriate (If Screen Code message says AHIT branding is required, say, for example, "Thank you for using AT&T and we hope you enjoy your stay at (hotel name)."

5. Press POS REL

ANI FAIL & ONI CALLS

1. If ANI FAIL or ONI is displayed on the second line of the incoming call type message on a 0+ or 0- call, say, "(If ATT: This is the AT&T operator.) May I have the number you're calling from please."
2. Input the digits (7 or 10 digits are acceptable) in the highlighted BK # field and press ENTER
3. Say, "How can we help you?" and handle according to customer's request

CAMA CALLS

1. If you see the word CAMA in the incoming call type area, say, "May I have your number, please."
2. Input the 7 digit number in the highlighted BK # field, but do NOT press ENTER
3. Say, "Thank you."
4. Press ENTER and call clears automatically

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1+/0+ AUTOMATED COIN CALLS

1. If 0+ and the customer asks to pay for the call with coins, press PAID.

2. Request Amount shown in the Amount Due field. Say, "(If ATT: This is the AT&T operator.) Please deposit (amount due) for the first (time shown in duration field).

3. Correct deposit - If AT&T, say, "Thank you for using AT&T." If LEC, say, "Thank you."

4. Overdeposit - Say, "You've deposited (amount in Credit field) too much. You will have a credit of (amount in Credit field) toward any overtime charges. (If AT&T, add, "And thank you for using AT&T.")"

5. If STATION - Press POS REL

MANUAL DETECTION REQUIRED

Handle a call with Manual Detection Required displayed on the coin page the same as the preceding automated call with these exceptions:

1. When requesting the deposit, request the amount in the Charge Field on the Coin Page.

2. Tally the coins as they are deposited. You can use the Detail field to tally by pressing the DETAIL key.

3. If overdeposit is made, say, "You've deposited (amount of overdeposit) too much. If you talk overtime, you will have a credit of (amount of overdeposit)."

   Note any credit due in the DETAIL field

STATION LARGE CHARGE CALLS
- CHARGE OVER $3

If Large Charge is displayed on the Coin Page, you must delay collecting coins until you are sure the correct number has been reached. Then you must request and collect the deposit Three dollars at a time.

1. If 0+ and the customer asks to pay for the call with coins, press PAID.

2. Press SEND

3. Say, "The full charge on your call will be (amount) for the first (duration time) minute(s). But please do not deposit any money until I ask."

4. When forward number answers, verify that you have reached correct number and ask them to hold for long distance

5. Press MUTE FWD

(CONTINUED ON THE NEXT PAGE)

STATION LARGE CHARGE CALLS - CHARGE OVER $3 (CONT'D)

6. Say, "Please deposit three dollars now."

7. After $3.00 is deposited (on automated calls, Amount Due label will dim), press COIN COLLECT soft key. If amount still due is less than $3.00, request remaining amount due. If more than $3.00, request next $3.00 deposit. Continue manually collecting deposit until full amount due has been deposited. (It is not necessary to manually collect the final installment of the deposit.)

8. Press MUTE FWD, acknowledge the deposit and say, "Go ahead please."

9. Press POS REL

POST PAY CALLS

1. If 0+ and the customer asks to pay for the call with coins, press PAID. If a specific person, extension, room # or department is requested, also press PERSON/STATION.

2. Say, "Please do not deposit any coins until I tell you." Press SEND.

3. When forward number answers, check that you have reached the correct number (or party)

4. Say, "Please hold for long distance."

5. Press MUTE FWD

6. Say, "Please deposit (amount due or charge) for the first (duration) minute(s)."
   NOTE: Amount can be more than $3

7. When correct amount is deposited, press MUTE FWD and say, if AT&T, "Thank you for using AT&T. Go ahead please." If LEC, "Thank you. Go ahead please."

8. Press POS REL (If Person, wait for beginning of conversation)

NONCOIN TONE CALLS

If you see TONE in the incoming call type area on a Noncoin call, listen for a several second buzzing tone on the line after the zip tone. It you hear this tone:

1. Press the TONE soft key (NONCOIN is replaced by POSTPAY)

2. Ask for and input the Bk telephone number in the highlighted BK # field and press ENTER

3. If coin paid, handle as any other Postpay coin paid call

If you do not hear the buzzing tone, telephone is a noncoin telephone:

1. Ask for and input the Bk telephone number in the highlighted BK # field and press ENTER

2. Handle as any other noncoin call

CHARGE DUE - AUTOMATED - DURING CONVERSATION

If you see CHARGE DUE in the incoming call type area and there is a box around the forward telephone icon:

1. Say, "Please deposit (amount due) for the past (number of minutes in Duration field)*."

2. Press MUTE FWD and if:
   Correct deposit: Say, "Thank you. Go ahead please."

   Overdeposit: Say, "You've deposited (Credit amount) too much. You will have a credit of (credit amount) towards any further overtime."

3. Press POS REL

*NOTE: If Duration is 5 min, 1 sec, announce as 5 minutes. If Duration is 5 min, 2 sec or more announce as 6 minutes.

CHARGE DUE - MANUAL DETECTION
- DURING CONVERSATION

If you see CHARGE DUE and the forward telephone icon is displayed without a box:

1. Say, "I'm sorry to interrupt. This is the AT&T operator."

2. Press MUTE FWD and say, "Please deposit (Charge) for the past (number of minutes in the Duration field)*."

3. If customer reports a credit due, deduct it and request amount still due

4. Manually count coins using Detail field to tally, if desired

   If credit had been noted in DETAIL field, delete any obsolete credit notation and add a new credit notation, if apporpriate

5. Press MUTE FWD and if:

   Correct deposit: Say, "Thank you. Go ahead please."

   Overdeposit: Say, "You've deposited (Credit amount) too much. You will have a credit of (credit amount) towards any further overtime."

6. Press POS REL

*NOTE: If Duration is 5 min, 1 sec, announce as 5 minutes. If Duration is 5 min, 2 sec or more announce as 6 minutes.

CHARGE DUE - CONVERSATION ENDED

If CHARGE DUE is displayed in the incoming call type area and there is no Forward telephone icon shown:

1. If Bk telephone is on-hook, press BK # key and then press SEND to call the back number

2. If Back party picks up:
   2a Say, "Please deposit (amount due or charge amount) for the past (number of minutes in Duration field)

   2b. If Manual Detection Required is displayed, deduct any credit reported by the back party and manually count the deposit, tallying in the Detail field, if desired

   2c <u>Correct Deposit</u>: Say, "Thank you"

   <u>If Overdeposit</u>: Say, "You've deposited (amount) too much. Do you have exact change?" If yes, press COIN RETURN and have customer redeposit. If no, say, "Thank you."

   2d Press POS REL

3. If after about 3 rings, the back customer does not pick up, follow Walkaway procedure on next page

CHARGE DUE - WALKAWAY

If after about 3 rings, the on-hook back party on a Charge Due at the end of conversation has not picked up:

1. Press the WALKAWAY soft key

2. If call was automated, Amount Short field is displayed without highlighting and you can just press POS REL

   If Manual Detection Required is displayed, Amount Short field will be highlighted with charge amount shown in field. If a partial deposit had been made or customer had reported a credit before walking away, edit the field to reflect the true amount short. Then press ENTER and POS REL.

PART CHARGE -
AT END OF CONVERSATION

If back party asks to change from paying for the overtime with coins to some other type of billing (Collect, Card or 3RD #), it is called a part-charge. Handle as follows:

PART-CHARGE IS AT THE END OF CONVERSATION

1. If any coins have been deposited, press COIN COLLECT

2. Immediately note the Duration, Charge and Amount Due from the coin page on a CBAC part-charge ticket

3. Input the requested billing on OSPS just as you would on a normal call and get the required Billing checks.

4. If billing is:
   To a Card #: Copy valid card number to CBAC ticket

   Collect: Call the forward number for acceptance. Press SEND to recall the forward number if necessary. If charges are accepted, put charge information on CBAC ticket

   Third Number: Obtain the back party's full name and call the third number for acceptance. (See Third Number Acceptance procedures in Basic Call section) If charges are accepted, put charge information to CBAC ticket

5. Enter time on CBAC ticket (CONTROL-T) and press POS REL

PART CHARGE -
DURING CONVERSATION

Handle part charges during conversation, the same as part charges at the end of conversation, except after obtaining, validating and transferring the billing information to the CBAC ticket:

1. Press MAKE BUSY
2. Tell parties to go ahead and press HOLD key
3. Input time conversation began on CBAC ticket (hold down the CONTROL key and press T to begin timing on ticket)
4. Press MAKE BUSY again (Other calls will come in to you)
5. When you see someone go on-hook on the held call (icon will blink), note disconnect time on CBAC ticket (CONTROL + "T")
6. Press MAKE BUSY and when you finish the call you are handling, press Loop # key, input the number of the loop on hold and press ENTER
7. Press POS REL and MAKE BUSY

RECALL - PT CHG OK

If you see RECALL - PT CHG OK on a coin seizure, the customer has signalled for further operator assistance at the end of the initial period or automated equipment that notifies coin customers on some types of coin calls that the initial period is over has failed.

1. Say, "It is now the end of the initial period. Did you need any further assistance?"

2. If no, press POS REL

   If yes, you can arrange a part charge, or follow credit procedures in the RECALL section of this handbook on a report of a service difficulty

NOTES

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ASSISTANCE DIALING BECAUSE OF A DIALING DIFFICULTY

If a 0- customer asks for assistance dialing a number because of difficulty dialing themselves:

1. Press FWD # key, input telephone number and press ENTER

2. If trouble is a type that has a trouble code assigned to it, press TRBL # soft key, input two-digit code and press ENTER

3. If call is PAID, press DDD instead of PAID. If call is card # billed, press DDD in addition to inputting the card number. Input any other class charge in the usual way, but exempt from the 0- surcharge, if necessary, by pressing BLG CODE, typing "CD" or "cd" and pressing ENTER.

4. Handle according to call type requested.

ASSISTANCE DIALING - NO REPORT OF DIFFICUTLY

If a 0- customer asks you to dial a number or complete a call for them without indicating any trouble:

1. Request the number to be called, and input it in the Fwd # field:
   - Press FWD # key
   - Key 7 or 10 digit Fwd #
   - Press ENTER

2. If no special service or billing is requested, press PAID. Input other billing requests in the usual way.

NOTE: Periodically, AT&T may choose to volunteer dialing instructions to 0- callers. If you have been instructed to volunteer dialing instructions, do so in accordance with any guidelines given.

DIALING AN 800 NUMBER

If a 0- customer asks you to dial an 800 number for them:

1. Input the 800 number given
   - Press FWD # key
   - Key digits of 800 #
   - Press ENTER*

2. Volunteer dialing instructions: Say, for example, "You can dial 800 number calls direct by dialing 1, if required, and the 800 number."

3. If customer reports trouble or insists you connect them, class charge AUTOCOLLECT
   - Press SOFT KEY SCROLL, if necessary, to display the AUTOCOLLECT soft key
   - Press the AUTOCOLLECT soft key

4. <u>If no trouble was reported</u>, say, "Thank you for using AT&T," and press POS REL

   <u>If the customer reported trouble</u>:
   - Report trouble if there is an applicable trouble code
     - Press TRBL # soft key
     - Key 2 digit code
     - Press ENTER

   - Press SEND to manually outpulse the number. Press POS REL when you get past the point of trouble.

Note: If 800 number rejects, customer either gave an incorrect number or the 800 number belongs to another long distance company. Customer can either dial 1+ or reach 800 DA to check the number (800-555-1212).

DIALING DIRECTORY ASSISTANCE

To connect a customer to DA (directory assistance):

1. Press FWD # key
2. Input customer dialable DA code (555-1212 or NPA-555-1212)
3. Press ENTER
4. Class charge (PAID, Bk Card # or 3rd #)
5. Press POS REL

On a request to remain on the line and obtain number (address/name request), after inputting the DA code and class charge:

1. Press SEND
2. Obtain desired listing and note number in Detail field
3. Press RECRD TICKT to bill DA charge
4. Input desired number in forward number field and handle per customer's request

REQUEST FOR A RATE

To determine the rate for any type of call:

1. If incoming call type is 0-, to obtain rate without surcharge, press BLG CODE, input CD, press ENTER
2. Press SOFT KEY SCROLL if RATE key is not displayed
3. Press RATE soft key
4. If rate is for a day other than today, press the DAY SCROLL softkey to display day requested
5. If rate is for other than the current time, press the RATE TIME softkey and input time requested (military time 00:00)
6. Input complete Forward Number or forward NPA-NXX - or complete Intl Fwd # or country code
7. Input class charge (If a billing number class charge, input any digit into the appropriate billing field if full number is not needed. If direct dial rate or dial card rate, press DDD as well.)
7. Press GET RATE soft key

To retain details and complete the call:

- Press QUIT RATE soft key

To delete details and leave RATE QUOTE mode:

- Press CANCEL CALL

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DIALING AN INTL NUMBER - PAID BILLING

If a 0- customer asks you to dial an international number and doesn't require any other type of operator service:

1. Press the INTL key
2. Press the INTL FWD # soft key
3. Input the country code, city code and number
4. Press ENTER
5. Look at message at bottom of upper right-hand window for information on whether customer has IDDD capability.
6. If customer has IDDD (no IDDD message or IDDD-Y): Press PAID.

   If customer does NOT have IDDD (IDDD-N) or reported a difficulty, and no other service is required: Press DDD.
7. Say, "Thank you for using AT&T." When ringing is heard, press POS REL.

DIALING AN INTL NUMBER
- OTHER BILLING TYPES

If a customer asks you to dial an international collect, card or third number call:

1. Press INTL
2. Press INTL FWD # soft key, input the country code, city code and number
3. Press ENTER
4. Look at CID message for a note if back customer does not have IDDD capabilities
5. If customer does not have IDDD (note in CID message indicates IDDD-N) or reported difficulty, exempt from any extra charges for your dialing:
   - If Bk Card #, press DDD after inputting card number
   - Other billing types, class charge normally and then input Billing Code CD
     - Press BLG CODE key
     - Type "CD" (or "cd")
     - Press ENTER.
6. Complete the call as usual with the exception of the special procedures listed on the next pages.

DIFFERENCES ON INTL COLLECT AND PERSON CALLS

International person and collect calls may or may not be eligible for MECH treatment. If call is not MECH-eligible, call will begin outpulsing. Calls are handled much as domestic calls, except as noted below:

COLLECT DIFFERENCES

1. As soon as you are aware that an international collect call is wanted, ask, "Do they speak English at the number you're calling?"

   If yes, proceed as described below

   If no, see Reaching International Inward on p.64

2. Check the upper left-hand window to see if Coin Check information is displayed. You may have to check the format of the called number or listen for a distinctive sound to tell if the call is to a public telephone. Collect calls are not permitted to public telephones overseas.

PERSON AND COLLECT ANNOUNCEMENTS

PERSON: "(Forward Name), please. United States is calling."

COLLECT: "This is the AT&T operator in the United States. I have a collect call for (anyone, forward name) from (back name). Will you pay for the call?"

BILLING RESTRICTIONS

Frequently there are restrictions on the types of billing that are acceptable on calls to a specific country. Where there are billing restrictions, OSPS displays the word SCREEN in the incoming call type area and the restrictions are described on the Screen page in the upper left-hand window. Following are some typical billing restriction messages with explanations:

DENY ALL COLLECT
-Collect calls are not permitted/Ask if call can be billed another way. If not, apologize for inconvenience, CANCEL CALL and POS REL-

DENY CREDIT CARD FROM COIN
-Card billing is not permitted from coin telephones/Ask if call can be billed another way. If not, apologize for inconvenience, CANCEL CALL and POS REL-

ROUTE COLLECT TO IOC
-All collect calls must be transferred to the IOC operator for handling/See CONNECTING TO IOC on p.56

INTERNATIONAL OPERATING CENTER

The International Operating Center, or IOC, is an AT&T operator office in Pittsburgh, PA. that handles various types of international traffic that cannot be handled with standard equipment and procedures. When a customer needs one of the following services, you will connect them to the IOC operator as described on p.56:

- Call is to a country that is not yet equipped for direct international dialing (COMPIS indicates non-dialable countries by listing the IOC route, 160-XXX, after the country name in the alphabetic country listing)

- Call is to a point in an otherwise dialable country that shows Route to IOC by the locality name in COMPIS

- Call is billed to a foreign credit card issued by the country being called and OSPS does not accept the card number.

- Call is to a military base and COMPIS indicates military calls are routed to IOC or customer only knows the APO number of the base needed

- Customer wants to make a messenger call (except to Mexico) to an international point

- Call is to mobile or marine operator in foreign country

- OSPS rejects card billing to that country and customer claims they have a waiver to place card calls

CONNECTING TO THE IOC

If the COMPIS city routing says Route to IOC, or the country name in the alphabetical list of countries is followed by (160-XXX), or if you see Route Collect to IOC in the upper left-hand window on an International collect request:

1. Press ROUTE # soft key
2. Input IOC route number (160-XXX), where XXX is a three digit code specific to the country being called
3. Press SEND
4. When IOC operator answers, give the back telephone number, tell the operator if the call is from a COIN, HOTEL or SCREEN telephone and pass any information about the call that the customer gave you
5. Press POS REL

INTL DIRECTORY ASSISTANCE (EXCEPT MEX)

1. Press MAIN DB to access COMPIS
2. Press COMPIS BILLING/CREDIT soft key (If not displayed, hold down SHIFT and press SOFT KEY SCROLL until you see it
3. Press COMPIS BILLING soft key
4. Input appropriate Loop # (usually 1) and press RETURN
5. Press RETURN to select 0-
6. Type letter "B" to select International
7. At FWD # prompt, type first letter of country name and press RETURN
8. Select country name from mini-window by typing letter of correct choice
9. Type first 2-3 letters of city name and press RETURN
10. Select city name from mini-window by typing letter of correct choice (Use NEXT,PREV soft keys to scroll choices)
11. Input the country code and 555-1212 in the OSPS forward number field
    - Press INTL key, INTL FWD # soft key
    - Key digits, Press ENTER
12. Input CC and DA route shown (lower right COMPIS screen) in OSPS INTL ROUTE # field
    - Press INTL ROUTE # OSPS soft key
    - Key CC, DA route, press ENTER
13. Press RETURN twice
14. Type letter for correct Station Type (Coin,Noncoin,Hotel, etc.)

INTL DIRECTORY ASSISTANCE (EXCEPT MEX

15. Input Back # (Hold down CONTROL key and press OSPS BK # key), press RETURN

16. Press RETURN to bypass country profile

17. If not a Screen telephone, press RETURN
    If Screen, type B for yes and input screen code number and press RETURN to bypass review of screen information unless you need to check on something

18. If billing to crd or 3rd #, input billing:
    - Press OSPS BK CARD # or BK 3RD #
    - Key digits, Press ENTER

19. Press MAIN DB to observe billing check response. If third number acceptance is required, call will outpulse for acceptance in the usual way. Obtain acceptance as usual. REL FWD to stop fwd outpulsing, if necessary. Press MAIN DB to return to COMPIS

20. Select applicable billing type by typing letter of correct choice (If Hotel Rm # billed, select PAID)

21. If Card or 3rd #, transfer number from OSPS to COMPIS (Hold down CONTROL and press Bk 3rd # or Bk Card # field key) and press RETURN

22. Type letter to select RCH DA as the class (Fwd # field on COMPIS ticket will change to CC-555-1212)

23. If Hotel Rm # billed, type room # and press RETURN

24. If coin paid, request first $3 of $3.10 charge, type 310 in COINS COLL field and press RETURN

25. Note listing required in Comment space

26. Outpulse route # (INTL ROUTE # - SEND)

27. When DA operator answers:
    If COIN PAID:
    - Ask DA operator to hold, press MUTE FWD
    - Press OSPS COIN COLLECT soft key (press Soft Key Scroll to display it)
    - Request ten cents more
    - Press COIN COLLECT
    - Acknowledge, ask party to hold and press SPLT BK
    - Press MUTE FWD to un-mute

    ALL Others:
    - Excuse yourself and press SPLT BK

28. Start timing (hold down the CONTROL key and press T, input loop # and press RETURN)

29. Request listing from DA operator

30. Note number given in OSPS INTL FWD # field
    - Press INTL key, INTL FWD # soft key
    - Key city code & number after CC
    - Press ENTER

31. Stop timing (Hold down the CONTROL key, type T, input loop #, press ENTER)

32. Press REL FWD & SPLT BK to report listing

33. If customer will dial or no number obtained, press CANCEL CALL and POS REL
    If customer wants you to dial, input any required billing and handle as usual

35. If call was Hotel Room # billed, quote charges to the hotel as locally directed

36. Press ENTER and COMPIS SEND BILL soft key

MEXICO DIRECTORY ASSISTANCE

1. Input 52-555-1212 as Fwd Number

2 If BK CARD #, Bk 3RD # or Hotel Rm #, input billing number as usual

3. Observe response to the billing check and press REL FWD to stop outpulsing, if necessary (If third number acceptance is required, call will outpulse for verbal acceptance as usual)

4. Press MAIN DB to access COMPIS

5. If COMPIS BILLING/CREDIT soft key is not displayed, hold down SHIFT and press SOFT KEY SCROLL until you see it

6. Press COMPIS BILLING/CREDIT soft key

7. Press COMPIS BILLING soft key

8. Input appropriate Loop # (usually 1, RETURN)

9. Press RETURN to select 0-

10. Press RETURN for international NO

11. Press RETURN to select first FWD STATION TYPE

12. At FWD # prompt, type MX and RETURN

13. Type first 2-3 letters of city name and press RETURN

14. Select city name from mini-window by typing letter of correct choice (NEXT,PREVIOUS soft keys can be used to scroll through choices)

MEXICO DIRECTORY ASSISTANCE

15. Key 52-555-1212 in COMPIS forward number field and press RETURN

16. Type letter for correct Station Type (Coin,Noncoin,Hotel, etc.)

17. Input Back # (Hold down CONTROL key and press OSPS BK # key) and press RETURN

18. If not a Screen telephone, press RETURN If Screen, type B for yes and input screen code number and press RETURN to bypass review of screen information unless you need to check on something

19. Select applicable billing type by typing letter of correct choice (If Hotel Rm # billed, select PAID)
    - If Card or 3rd #, transfer number from OSPS to COMPIS (Hold down CONTROL and press Bk 3rd # or Bk Card # field key) and press RETURN
    - If Hotel Rm # billed, type room # and press RETURN
    - If Coin Paid, request $3.00 deposit and type 310 in the coin deposit space and press RETURN

23. Note listing required in REMARKS space

24. Outpulse directory assistance route # (Routing is shown beneathCOMPIS FWD # field)
    - Press INTL key
    - Press OSPS INTL ROUTE # soft key
    - Key 52,xx(x),131
    - Press SEND

MEXICO DIRECTORY ASSISTANCE

25. When DA operator answers:
    If COIN PAID:
    - Ask DA operator to hold, press MUTE FWD
    - Press OSPS COIN COLLECT soft key (press Soft Key Scroll to display it)
    - Request ten cents more
    - Press COIN COLLECT
    - Acknowledge, ask party to hold and press SPLT BK
    - Press MUTE FWD to un-mute

    ALL Others:
    - Excuse yourself and press SPLT BK

26. Start timing (hold down the CONTROL key and press T, input loop # and press RETURN)

27. Request listing from DA operator

28. Note number given in OSPS INTL FWD # field
    - Press INTL key, INTL FWD # soft key
    - Key 52, numbers route, local number
    - Press ENTER

29. Stop timing (Hold down the CONTROL key, type T, input loop #, press ENTER)

30. Press REL FWD & SPLT BK to report listing

31. If customer will dial or no number obtained, press CANCEL CALL and POS REL
    If customer wants you to dial, input any required billing and handle as usual

32. If call was Hotel Room # billed, quote charges to the hotel as locally directed

33. Press ENTER and press COMPIS SEND TO BILL soft key

REACHING INTL INWARD FOR DIALING & LANGUAGE ASSISTANCE

If you need dialing assistance on an international call that won't complete, or need language assistance on a collect or person call or to interpret announcments at the forward number, call an international inward operator for assistance. Start by looking up the inward route, as follows:

1. Press MAIN DB to access COMPIS

2. Press COMPIS INTL soft key (if not displayed, press QUIT or hold down the SHIFT key and press SOFT KEY SCROLL to display it)

3. At Country prompt, type 2-letter country abbreviation (INTL HELP for country abbreviations not listed) and press RETURN

4. At Locality prompt, type first 2 or 3 letters of city name and press RETURN

5. Input Inward route in INTL ROUTE # field
   - Press INTL key, INTL ROUTE # soft key
   - Key country code and the digits in the INWard column in COMPIS
   - Press ENTER

6. Press MAIN DB to return to OSPS

7. Outpulse the call to inward (INTL ROUTE # soft key and SEND)

8. When foreign operator answers, say, "United States calling city code xx, local number." (Explain type of assistance needed, dialing assistance, assistance announcing a collect call for (fwd name) from (bk name), etc.)

9. If call is completed, press POS REL

INTERNATIONAL NON-DIALABLE NUMBER

1. Input place-holder forward number in FWD # field

2. If billing is to a card, third number or hotel room #, input number on OSPS for validity checks and/or acceptance as usual.

3. Press MAIN DB to access COMPIS

4. Press BILLING/CREDIT COMPIS softkey (If not shown, hold down the SHIFT key and press Soft Key Scroll until you see it)

5. Press BILLING COMPIS softkey

6. At prompt, input loop number (usually 1) and press RETURN

6. Press RETURN to select 0- dial type

7. Type B to select INTL YES (except for Mexico)

8. At Fwd # prompt:
   - Type two-letter country abbreviation, if known
   - or -
   - Type first letter of country name and press RETURN and type letter of correct choice from miniwindow

9. At Locality prompt, type first few letters of city name and press RETURN

10. Type letter for correct city name from mini-window displayed
    (Country code is displayed in COMPIS FWD # field. Other Place may show YES. Press RETURN to Back Station Type prompt)

INTERNATIONAL NON-DIALABLE NUMBER

11. Input inward route in INTL ROUTE # field
    - Press INTL key,INTL ROUTE # soft key
    - Key country code plus digits for inward on your lower COMPIS screen
    - Press ENTER

12. Type letter to select correct Back Station type

13. Input Back Number (Hold down CONTROL key and press OSPS BK # key) and press RETURN

14. Press RETURN to bypass profile unless you need to check something like Collect permissions

15. If not a SCREEN, press RETURN
    If SCREEN, type B for YES and input 3-digit screen #. Press RETURN to bypass screen info unless you need to review it

16. Select Billing Type (If Card or Third Number, input billing number at prompt - Hold down the CONTROL key and press BK CARD # or BK 3RD # key, press RETURN)

17. At CLASS prompt select DDD (unless PERSON, COIN or HOTEL paid)

18. If Hotel Rm # billed, type hotel room number at the prompt. If coin paid, obtain necessary deposit

19. Outpulse INTL ROUTE #
    Press INTL key, INTL ROUTE # soft key)
    Press SEND

INTERNATIONAL NON-DIALABLE NUMBER

20. When inward answers request the place and number, casetta, etc.

21. When connection with correct number or party is established, start timing on ticket (Hold down CONTROL key and type the letter "T" - Input Loop #, press RETURN)

22. Press MAIN DB and press NO CHARGE class charge

23. Press HOLD

24. When conversation ends, stop timing (Hold down CONTROL key and type the letter "T")

25. Press MAKE BUSY and reaccess loop on hold (Loop #, x, ENTER)

26. Press CANCEL CALL and POS REL

27. Press MAIN DB to access COMPIS

28. Input loop # and press RETURN

29. Press ENTER

30. If Hotel Rm # billed, quote charges to hotel as locally directed

31. Press SEND BLG soft key

29. Press MAIN DB and MAKE BUSY

NOTES

CREDIT REQUESTS

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0-/0+ CREDIT REQUEST

If a customer requests credit for a wrong #, cut-off or poor transmission on a previous call (except COIN PAID or Hotel Rm # billed):

1. Input desired forward number, if 0-
   - Press Fwd # key
   - Input digits of forward #
   - Press ENTER

2. Input trouble code
   - Press TROUBLE # soft key
   - Input digits of trouble code

3. Input number of occurrences
   - Press CREDIT # soft key
   - Input number of occurrences (1-10)
   - Press ENTER

4. Input billing information as usual

5. Exempt from extra charges for operator assistance:
   - If PAID, press DDD
   - If Bk Card #, press DDD after inputting card number
   - All other class charges, if 0-, press BLG CODE, input CD (or cd) and press ENTER

6. If 1 WNO, inform customer that credit has been arranged, they may dial now. If customer will dial, press REC TICKT and POS REL. Otherwise, reconnect and stay on to insure proper connection

7. <u>If call is satisfactorily connected</u>, press POS REL

   <u>If call does not complete</u>, press REC TICKT to make a record of credit and POS REL

COIN PAID CREDIT

If a customer had a problem on a coin paid call that requires credit, arrange a refund:

1. Press MAIN DB to access COMPIS
2. Press COMPIS BILLING/CREDIT soft key (If not displayed, hold down SHIFT and press SOFT KEY SCROLL or press a COMPIS QUIT soft key)
3. Press COIN REFUND soft key
4. If call was NOT screened, press RETURN If call WAS a SCREEN, type letter for correct screen code
5. Type letter A to select INTL NO (U.S., Can, MEX, Caribbean) or B for INTL YES (all other countries)
6. Type letter to chose if this is a first report or if cust. indicates multiple reports
7. Type the amount lost and press RETURN
8. Type Fwd number and press RETURN
9. Transfer Bk # (Hold down CONTROL and press BK # key) and press RETURN
10. Type letter for correct class of service
11. Type letter for correct type of trouble
12. Type letter to select a DOM (U.S., CANADA, MEX or Caribbean) or INTL address
13. Fill out complete mailing address
14. Press ENTER and SEND CN REF (If you reconnect, obtain normal coin deposit)

HOTEL ROOM # BILLED CREDIT

If a hotel guest requests credit for a call that had been billed to their hotel room:

1. Ask, "Did an AT&T operator ask for your room number, when you placed your call?"

2. If no, refer call to hotel opr for credit

   If yes, input forward number and room # billing as usual

3. Access a COMPIS Credit Record
   - Press MAIN DB to access COMPIS
   - Press COMPIS BILLING/CREDIT Soft Key (If not displayed, hold down SHIFT and press Soft Key Scroll until you see it or press a COMPIS QUIT soft key)
   - Press COMPIS CREDIT soft key

4. Fill out CBAC credit ticket
   - Key loop #, usually 1, and RETURN
   - If domestic FWD # or MEXICO, RETURN
     If IFWD#, Type "B"
   - Select correct forward station type, usually RETURN to select OTHER
   - Transfer Forward # (Hold down CONTROL and press OSPS FWD # key, press RETURN)
   - Type C to select HOTEL Bk Station Type
   - Transfer Back # (Hold down CONTROL and press OSPS BK # key, press RETURN)
   - Type A to select PAID billing type
   - Type A or B to select STATION or PERSON
   - Key in Hotel Rm # at the prompt
   - Type letter for correct type of trouble
   - Key # of occurrences, usually just RETURN to select the default 1
   - Type letter to select correct carrier
   - Press ENTER
   - If WNO, press SEND BLG or SEND SA soft key, as locally directed

5. Press MAIN DB to return to OSPS

RECALL CREDIT - COIN PAID, T&C, HOTEL ROOM # BILLED

You will apply credit on a coin paid, T&C or hotel room # billed RECALL, by cancelling the timing on the call, when the billing time is 1 minute or less (or up to 2 minutes if circumstances seem to warrant it). Press the right WINDW key to display Billing Time on Pg 2, if necessary

IF FORWARD NUMBER SHOWN IS CORRECT:

1. Input Trouble code
   - Press Trouble # soft key
   - Key digits of trouble code

2. Delete Billing Time
   - Press BLG TIME soft key
   - Press DELETE
   - Press ENTER

3. If necessary, release forward connection
   - If Forward party is still on line, ask them to please hang up
   - If Forward on-hook icon is displayed, press REL FWD

4. Press SEND to reach the forward number again and remain on the line to be sure there is a satisfactory connection to the party customer had been speaking with

5. When a satisfactory connection has been established, press POS REL. If a satisfactory connection cannot be made, just press CANCEL CALL and POS REL, since credit has already been given.

(CONTINUED ON FOLLOWING PAGE)

RECALL CREDIT - COIN PAID, T&C, HOTEL ROOM # BILLED(CONT'D)

IF FORWARD NUMBER IS INCORRECT (WRONG NUMBER):

1. Note correct forward number in Detail field
   - Press DETAIL key
   - Input digits of correct forward number in Detail field

2. Input Trouble code
   - Press TROUBLE # soft key
   - Input digits of appropriate trouble code
   - Press ENTER

3. Press CANCEL CALL

4. Input correct FWD number
   - Press FWD # or INTL FWD # key
   - Input digits of correct fwd number
   - Press ENTER

5. Exempt from 0- surcharge (BLG CODE, CD, ENTER or if Bk Card #, press DDD)

6. If call does not autooutpulse, press SEND. Complete call, remaining on the line to assure correct call completion. If call cannot be completed for any reason, credit has already been given, so just press CANCEL CALL and POS REL

NOTES

USING COMPIS ON OSPS

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USING COMPIS ON OSPS

To access COMPIS:

- Press MAIN DB

To complete COMPIS input for one prompt and move to next prompt:

- Press RETURN

To complete COMPIS input and launch query:

- Press ENTER

To display an OSPS soft key while in COMPIS:

- Press SOFT KEY SCROLL

To redisplay COMPIS soft key row:

- Hold down SHIFT key
- Press SOFT KEY SCROLL

To transfer OSPS call details to a COMPIS field:

- Hold down the CONTROL key
- Press Field key for number to be transferred (Fwd #, Bk #, Confr, billing # keys)

(CONTINUED ON NEXT PAGE)

USING COMPIS ON OSPS (CONT'D)

To display the current time while in COMPIS:

- Hold down CONTROL key and press the letter "V" (current time flashes in lower-right corner of screen for about 10 seconds)

To input the current time as a connect or disconnect time on a COMPIS CBAC record:

- Hold down CONTROL key and press the letter "T"

To redisplay COMPIS keyset 1:

- If QUIT soft key is available on COMPIS keyset, press QUIT
- If Keyset 2 is displayed, press KEYSET 1 softkey
- If no soft keys or OSPS soft keys are displayed, hold down SHIFT key and press SOFT KEY SCROLL and if COMPIS keyset 1 is not displayed, continue as above

To return from COMPIS to OSPS:

- Press MAIN DB again

OSPS DATA LINE ON COMPIS

The top line of your COMPIS screen is reserved for OSPS information and for keeping you informed about significant events on your OSPS screen while you are in COMPIS.

- The Back # from your OSPS screen is displayed on the left
- The incoming station type (NON-COIN, COIN, HOTEL) is displayed in the center
- To the right of the station type you may see any of the following symbols displayed:

  MB - if MAKE BUSY has been activated

  CW - if Calls Waiting is displayed

  U - if your OSPS screen has been updated in some way - input to a field has been completed, loop supervision has changed, etc.

  E - If an error message has been displayed

On the right is a space reserved to display any OSPS field you activate so that you can see your input to the field while remaining in COMPIS. There is space to display 20 spaces at a time, but multiple lines are available. If you type input of more than 20 characters the next line will automatically display. Up or Down arrow keys or RETURN can move you from line to line. A letter (a,b,etc.) at the end of the line tells you which line of a multi-line field is shown.

LOOKING UP AN AREA CODE

1. Press MAIN DB to access COMPIS
2. Press the LOCALITY soft key on COMPIS keyset 1
3. Input two-letter abbreviation for the state or Canadian Province (Press HELP for a list of abbreviations)
4. Press RETURN
5. Input first few letters of place name
6. Press ENTER
7. Area Code, routing information and time difference is available on the routing page
8. Press MAIN DB to return to OSPS

IDENTIFYING PLACE NAME FOR A NUMBER

If you know the area code or the area code and the first three digits of the telephone number, you can identify where the number is located geographically, as follows:

1. Press MAIN DB to access COMPIS
2. Press the NPA/NXX soft key on COMPIS keyset 1
3. Input the area code or area code and first 3 digits of the telephone number at the prompt
4. Press ENTER
5. The Locality name, routing information and time difference is available on the routing page
6. Press MAIN DB to return to OSPS

NOTES

TIME AND CHARGES (T&C)

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T&C ON INTERNATIONAL COLLECT CALL 86

SETTING UP A T&C RECALL

Customers may request that they be called back at the end of their call with the length of the call and its cost. This is called a Time and Charge request. To set up a T&C recall at the end of a call:

1. Press SOFT KEY SCROLL to display T&C soft key, if necessary
2. Press T&C soft key
3. If T&C report is to other than BK # (or FWD # on COLLECT):
   - Press DETAIL key
   - Input note on number to receive report
   - Press CONFR key
   - Input number to receive charges
   - Press ENTER

T&C RECALL - PARTY ON LINE

RECALL is displayed shaded in the incoming call type area and the T&C page is displayed in the upper left-hand window. If party is on the line to receive charges:

1. Quote charge and minutes on T&C page in upper left-hand window to party on the line. Say, "The charge on your call is (amount shown) plus tax for (duration time shown)."

2. When customer acknowledges, press POS REL

If all parties are on-hook, follow procedures on the next page.

T&C RECALL - PARTIES ON-HOOK

If all parties are on-hook, you must call the party who wanted charges to make the quote. We assume the Back party is the one who wants the charges, unless there is a note in the Detail field to quote to a number that has been input in the Conference field, or the call is COLLECT and the Forward party is assumed to want the charges.

1. Press field key for the number to receive charges (FWD #, BK # or CONFR key, as appropriate)
2. Press SEND
3. Give T&C report when party answers

NOTE: When it is necessary to ring the forward party back, if the forward on-hook icon is displayed, press REL FWD before trying to reach the forward number again.

T&C ON INTL COLLECT CALL

If the forward party on an international collect call requests Time and Charges, or you become aware that the international forward number on a collect call is a hotel, hospital or military base, you should arrange for T&C as follows:

1. Press the MANUAL TICKET soft key (Press SOFT KEY SCROLL, if necessary, to display the Manual Ticket soft key label)
2. Press the DETAIL key and type "T/C on intl col" and press ENTER
3. When charges are accepted, press POS REL

At the end of the call, the call details will print out in the office. A manager will reach an operator in the forward country and pass the call information so that the foreign operator can quote charges in the local currency.

NOTE: If you press the T&C soft key on an international collect call, you will get a KEY NOT ALLOWED error message.

SCREEN CALLS

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SCREEN CALLS - BACKGROUND

Whenever you see the word SCREEN in the incoming call type area, look up to the upper left-hand window for text describing billing restrictions or other special information or procedures required.

There are two main types of screening messages:

Originating Line Screening messages that give information about the type of telephone that the call is originating from

Terminating Code Screening messages that give information about special procedures or restrictions for calls to the country being called. Since this feature is used only on international calls at this time, these messages are discussed on p. 54.

Originating Line Screening messages typically have three lines of text in a standard format:

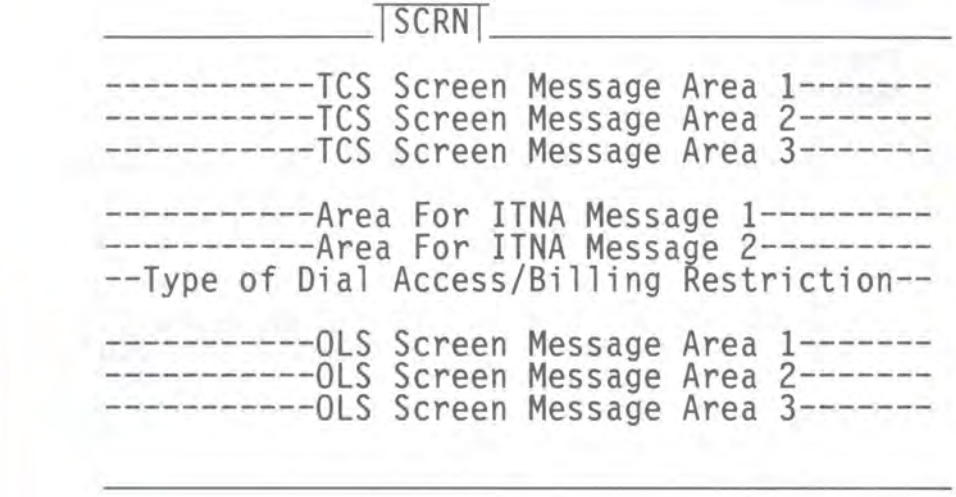
The first line describes the type of telephone, usually beginning with a code number followed by a text description:
0 74 - Inmate Telephone

The second line begins with the word RESTRICT: and lists any billing restrictions that apply on calls from the telephone

The third line briefly summarizes any special procedures that are required.

THE OSPS SCREEN PAGE

The OSPS screen page displayed in the upper left-hand window has three fields of up to 3 lines each to display screening message text as follows:


SCRN
----------TCS Screen Message Area 1-------
----------TCS Screen Message Area 2-------
----------TCS Screen Message Area 3-------
----------Area For ITNA Message 1---------
----------Area For ITNA Message 2---------
--Type of Dial Access/Billing Restriction--
----------OLS Screen Message Area 1-------
----------OLS Screen Message Area 2-------
----------OLS Screen Message Area 3-------

Terminating Code Screening messages relating to information about international locations dialed are at the top of the screen page.

ITNA (Improved Third Number Acceptance) messages about requirements for obtaining verbal acceptance on 3rd # billing calls are in the middle of the screen page. The bottom line of the center field displays information about how a customer accessed the operator and any billing restriction based on that. For example, customers accessing the operator via an 800 number will be identified with an ALT ACCESS message with PAID billing restriction message.

Oringinating Line Screening messages relating to information about the back telephone are found at the bottom of the screen page.

SCREEN CODES 074 AND 098

Following are some of the more frequent codes you will see. The 3-line text that is displayed on the OSPS screen is given first followed by a brief explanation.

074 - INMATE
RESTRICT: ALL BUT COLLECT
PROC: ALL OTHER CONDITIONS REF PRISON GUARD

These phones are located in prisons and other custodial institutions. They only allow users to make Station or Person collect calls. Any other type of service or billing is forbidden, including 800 numbers, directory assistance calls, forward card or 3rd# billing.

098 - CHARG-A-CALL
RESTRICT: PAID (VFY 3RD)
PROC: Standard CR Procedures

These phones are owned by local telephone companies and are often referred to as coinless public phones, because they are located in public places and allow callers to make collect, card and 3rd number calls. Since they are not equipped for coin deposit, they do not allow Paid billing. Since these are public phones, verbal acceptance of third number billing must be obtained.

SCREEN CODES 099 AND 088

099 - AT&T CARD CALLER
RESTRICT: PAID (VFY 3RD)
PROC: TBL 800-922-0086, Standard CR Procedure

This is an AT&T coinless public phone. Since it is not equipped for coin deposit, PAID billing is denied, and since it is a public phone verbal acceptance is required on 3rd number billing calls. There is a special 800 number listed to refer or connect customers reporting equipment trouble with these phones.

088 - COCOT
RESTRICT: PAID (VFY 3RD)
PROC: RFN/TBL REFER TO VENDOR INFO ON PHONE

COCOT stands for Customer Owned Coin Operated Telephone. These Coin phones are owned by the business where they are located. They allow customers to deposit coins to pay for calls, but you cannot assist customers in placing coin paid calls, only collect, card and third number. Verbal acceptance is required (VFY 3rd) on third number billing calls. Since the premises owner is responsible for this phone, customers who want refunds or credit on calls paid for with coins or want to report trouble with the equipment should be referred to the owner for assistance.

SCREEN CODE 055

055 - AOS LINE
RESTRICT: PAID
PROC:

Calls with this screening code are transfers from a private company that offers operator services to a hotel, hospital or university. Occassionally, these companies may not be able to handle a customer request or may have customers that insist on being transferred to an AT&T operator. They will arrive with the number of the Alternate Operator Service (AOS) company as the back number. We can handle any type of call except paid for these customers, but since they may have had their call trunked to the AOS a considerable distance, we generally advise the customer that their call will be billed as if it originates from the location of the AOS. If this would be disadvantageous to the customer, they can try to get a local operator through their hotel operator or we can take the hotel telephone number and guest name and room number and have an operator in their area call them back for assistance.

079 - CELLULAR MOBILE
RESTRICT: PAID
PROC: IF EMER, ASK CUST FRO LOCATION

These calls are from customers served by a cellular mobile company. The Back number is the number for the central switch of the cellular company, and may not be where the call is truly originating. These customers can place paid calls themselves, but you cannot assist them with paid calls. Credit on a paid call must be handled by the cellular company as well. You can give them any assistance required on typical operator assisted calls, like collect, card or 3rd number billed. Since you don't know where they are located, on an emergency you must be sure to ask "Which police (fire, ambulance) do you need?" or "In what city are you now located?"

076 - DORMITORY
RESTRICT: ALL BUT COLLECT AND AUTOCOLLECT
PROC:

This phone is located in a dormitory and only permits collect calls and calls to 800 numbers.

RECALLS

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MECH RECALL

If you see MECH RECALL in the incoming call type area, you know that a customer who's call had been released for MECH handling by the first operator has flashed before the forward number answered. The forward connection will be released before the call comes in to you.

If customer wants you to try same number again (number was busy for example), call can again be released for MECH handling by pressing POS REL

If customer reports trouble or asks you to try again and stay on line, press SEND to override MECH and remain on the line with the customer to complete the call.

If customer wants you to try another number, press CANCEL CALL, input the new fwd number, and class charge, if necessary. Input Billing Code, cd, ENTER to exempt from 0- surcharge if call was originally 0+ and handle as usual.

If customer flashed in error (trying to hang up for example), press CANCEL CALL and POS REL.

ACCIDENTAL RECALL - NO SERVICE

If only RECALL is displayed in the incoming call type area, a customer has flashed on a non-MECH call before forward number answer, or on any type of call during conversation or at the end of the call. Use the loop supervision icons and Billing Time field to help you recognize when the customer has flashed for further operator assistance.

1. Answer, "(AT&T) operator"
2. Press right WINDW key to display page 2 with the billing time field

<u>If customer flashed accidentally and doesn't want any further service</u>:

1. If billing time is zero, press CANCEL CALL
   If billing time is more than zero, press RECRD TICKT
2. Press POS REL

MAKE ANOTHER CALL

If RECALL customer would like to make another call:

1. If Blg Time is zero seconds, press CANCEL CALL

   If Blg Time is anything else, press RECRD TICKT

2. Look to see if call was 0+

3. Ask, "What area code and number do you want to call?"

4. Input new FWD #

5. If original call was 0+, exempt from extra charges for your dialing
   - If STATION Bk Card #, press DDD
   - Other billing types, press BLG CODE key, type the letters cd, and press ENTER

If nothing is said about billing, you can assume call will be billed the same as the previous call. Back billing information from the previous call is retained, except:

- If call was COLLECT, you must re-input the class charge.

- If orginal class charge was PERSON, call will have reverted to STATION. You must press PERSON/STATION again, if another Person call is wanted.

- If call was COIN PAID, you must press PAID again.

RECALL - T&C PAGE DISPLAYED

RECALL is displayed shaded in the incoming call type area and the T&C page is displayed in the upper left-hand window. If party is on the line to receive charges:

1. Quote charge and minutes on T&C page in upper left-hand window to party on the line. Say, "The charge on your call is (amount shown) plus tax for (duration time shown)."

2. When customer acknowledges, press POS REL

If all parties are on-hook, follow procedures on the next page.

RECALL - T&C PAGE DISPLAYED - ALL PARTIES ON HOOK

If all parties are on-hook, you must call the party who wanted charges to make the quote. We assume the Back party is the one who wants the charges, unless there is a note in the Detail field to quote to a number that has been input in the Conference field, or the call is COLLECT and the Forward party is assumed to want the charges.

1. Press field key for the number to receive charges (FWD #, BK # or CONFR key, as appropriate)
2. Press SEND
3. Give T&C report when party answers

NOTE: When it is necessary to ring the forward party back, if the forward on-hook icon is displayed, press REL FWD before trying to reach the forward number again.

RECALL - CREDIT

To arrange credit on a recall service difficulty report with 1 minute or less in Billing Time field (except coin paid, hotel room # billing or T&C call):

1. Input trouble code
   - Press Trouble # soft key
   - key trouble code
   - Press ENTER

2. If WNO, note number that customer wanted to reach in Detail field

3A. <u>If number is different than number in Fwd # field</u>:
   - Press CANCEL CALL
   - Input correct Fwd #
   - Press BLG CODE, input CD (or cd) and press ENTER
   - If domestic Bk Card # billing, press DDD
   - All other billing, press SEND

3B. <u>If number is the same as number in Fwd # field</u>:
   - Press Credit # soft key
   - Input number of occurrences
   - Press ENTER
   - If fwd on-hook icon is displayed, press REL FWD
   - Press SEND

4. Remain on the line to ensure connection to correct number and press POS REL

RECALL-CREDIT-REAL TIME RATED

You will apply credit on a coin paid, T&C or hotel room # billed RECALL, by cancelling the timing on the call, when the billing time is 1 minute or less (or up to 2 minutes if circumstances seem to warrant it). Press the right WINDW key to display Billing Time on Pg 2, if necessary

IF FORWARD NUMBER SHOWN IS CORRECT:

1. Input Trouble code
   - Press Trouble # soft key
   - Key digits of trouble code

2. Delete Billing Time
   - Press BLG TIME soft key
   - Press DELETE
   - Press ENTER

3. If necessary, release forward connection
   - If Forward party is still on line, ask them to please hang up
   - If Forward on-hook icon is displayed, press REL FWD

4. Press SEND to reach the forward number again and remain on the line to be sure there is a satisfactory connection to the party customer had been speaking with

5. When a satisfactory connection has been established, press POS REL. If a satisfactory connection cannot be made, just press CANCEL CALL and POS REL, since credit has already been given.

(CONTINUED ON FOLLOWING PAGE)

RECALL-CREDIT-REAL TIME RATED CONTINUED

IF FORWARD NUMBER IS INCORRECT (WRONG NUMBER):

1. Note correct forward number in Detail field
   - Press DETAIL key
   - Input digits of correct forward number in Detail field

2. Input Trouble code
   - Press TROUBLE # soft key
   - Input digits of appropriate trouble code
   - Press ENTER

3. Press CANCEL CALL

4. Input correct FWD number
   - Press FWD # or INTL FWD # key
   - Input digits of correct fwd number
   - Press ENTER

5. If call was originally 0+, exempt from extra charges for your dialing
   - If Station Bk Card #, press DDD
   - All others, press BLG CODE, type CD (or cd) and press ENTER

7. Complete call, remaining on the line to assure correct call completion. If call cannot be completed for any reason, credit has already been given, so just press CANCEL CALL and POS REL

INWARD CALLS

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INWARD-121 - DIALING ASSISTANCE

When INW - 121 is displayed in the incoming call type area and the forward number field is highlighted, a distant operator is calling you for assistance. Answer by saying, "Inward". Handle according to the type of assistance needed.

DIALING ASSISTANCE REQUIRED:

1. Input 10 digits of fwd # and press ENTER
2. Remain on the line long enough to insure that trouble condition reported does not recur
3. Press POS REL

If trouble recurs:

1. Input a trouble code, if appropriate
   - Press TROUBLE # soft key
   - Key digits of trouble code
   - Press ENTER
2. Inform the distant operator that you have reported trouble
3. Press POS REL.

REQUEST FOR BUSY LINE VERIFICATION OR EMERGENCY INTERRUPT:

1. Input 10 digits of number to be verified or interrupted in the FWD # field and press ENTER

2. Press REL FWD to stop outpulsing

3. If request is for Emergency Interrupt, request the name of party requesting interrupt, if necessary, and note it in Detail field. If reason for interrupt is given, also note that so that you can use that in the Emergency Interrupt announcement.

4. Press VERIFY. If VERIFY DENY, say, "That number cannot be verified." If VERIFY INDET, say, "You've reached the wrong operator for verification of that number" and press CANCEL CALL and POS REL

5. If VERIFY OK dsiplays, ask the operator to hold and press SEND

(CONTINUED ON NEXT PAGE)

6. If only Verification was requested, listen for scrambled conversation, press SPLIT FWD and SPLIT BK and tell the operator what was heard, for example, "There is conversation on the line," or "There is no sound at all" or "There is music but I hear no conversation."

   If Emergency Interrupt was requested and you hear scrambled conversation, press the EI soft key. (The parties on the line will hear a tone) Say, "I'm sorry to interrupt. This is the operator. (Name of person requesting interrupt) has an urgent (or other words passed by operator to describe situation) call for (Fwd #). Will you release the line?" When the customer responds, press SPLIT FWD and SPLIT BK and give the report to the operator, for example, "They've agreed to free the line. You may dial now."

7. Press CANCEL CALL and POS REL

INW-121 - COIN CHECK

If on an INW 121 seizure, a coin check is requested:

1. Press COLLECT key

2. Input number to be checked in FWD # field
   - Key 10 digits of number to be checked
   - Press ENTER

3. Observe the Billing Check response

4. Give report to operator according to Billing Check response:

   - BLG OK --- Not a coin

   - BLG DENY - No collect calls permitted

   - PUBLIC -- Coin

   - PUBLIC ?? - Number cannot be checked

INW - 1160 or INW - 1172 - CARD VALIDITY CHECK - (BK CARD # FIELD HIGHLIGHTED)

1. Say, "Card Number for validation"
2. Input digits of card # and press ENTER
3. If INW 1172, also ask for and input the forward or intl forward number to be called
4. Give validity report based on response to billing check:

   BLG OK - Say, "Valid, RAO:xxx" (if RAO or RCP is displayed)

   BLG DENY - Say, "Invalid"

   BLG DENY and error message: Billing number not accepted by carrier - Say, "Invalid for AT&T calls"

   BLG DENY and error message: Billing number not permitted with FWD # - Say, "Card not valid to called area."

   BLG OK and error message: PIN is restricted - Valid, RAO:xxx, PIN is restricted

INW - 1174 - AT&T NETWORK CALL DENIAL CHECK
(Bk 3RD # FIELD HIGHLIGHTED)

1. Request number to be checked
2. Input digits of number to be checked
3. Press ENTER
4. Give validity report based on response to billing check:

   BLG OK - Say, "Billing OK"

   BLG DENY or PUBLIC and Bk 3rd # in reverse video - Say, "Not Valid"

   BLG DENY and error message:Billing number not accepted by carrier - Say, "Billing Not Valid for AT&T calls"

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ANSWERING PHRASES

Answer OSPS position seizures as follows:

0-/0+ Carrier 288 ATT:
Say, "AT&T operator, how can we help you?"

0-/0+ Carrier LEC:
Say, "Operator, may I help you?"

1+ Hotel:
Say, "(AT&T)* operator, may I have your room number please?"

1+ Coin Paid - Manual Detection or ACTS with Charge and Amount Due the same:
Say, "Please deposit (amount due) for the first (minute(s) in the duration field)."

1+ Coin Paid - ACTS with Charge and Amount Due different:
Say, "Please deposit (amount due) for the first (minute(s) in the duration field)."

Coin Charge Due (Automated):
Say, "Please deposit (amount due) for the past (minutes in the duration field)."

Coin Charge Due (Manual Detection):
Say, "I'm sorry to interrupt." Press SPLT FWD and add, "Please deposit (charge) for the past (minutes in duration field)."

CAMA:
Say, "May I have your number please?"

ONI or ANI FAIL:
Say, "This is the (AT&T*) operator. May I have the number you're calling from please?"

RECALL:
Say, "(AT&T)* operator."

ACKNOWLEDGING/BRANDING PHRASES

Acknowledge customer requests, using an appropriate branding phrase if appropriate, as follows:

Carrier 288 ATT:

Say, "Thank you for using AT&T."

Carrier LEC & "INTRA- T.Y. for using (LEC Name)" is displayed in CID field:

Say, "Thank you for using (LEC Name)."

Carrier LEC & no CID branding message:

Say, "Thank you."

AHIT (Automated Hotel Information Text) displayed on screen page. Procedures line reads, "Use AHIT branding phrase." - Acknowledge as above, but add, "...and we hope you enjoy your stay at the (hotel name on first line of screen message)."

DIALING INSTRUCTIONS

If you have been instructed to volunteer 0- dialing instructions, say to all 0- callers: "Do you need dialing instructions?"

If the customer indicates they were blocked from dialing 0+, give the AT&T access code: "Have you tried dialing ten, A-T-T, 0 and the area code and number?"

If customer had trouble or has tried to dial 0+, exempt from 0- surcharges. Otherwise, complete with normal class charge information

DOMESTIC DIALING INSTRUCTIONS:

0+ DIALING INSTRUCTION

You can dial your (Collect, Card, Person, etc.) call (*using AT&T service) by dialing zero, the area code, if required, and the number.

1+ DIALING INSTRUCTION

You can dial your call direct (*using AT&T service) by dialing 1, the area code, if required, and the number.

*use this phrase if call is AT&T

DIALING INSTRUCTIONS (CONT'D)

INTERNATIONAL IDDD INSTRUCTIONS:

0+ DIALING INSTRUCTION

You can dial your (collect, card, person, etc.) international call using AT&T service by dialing zero, one, and the country code, city code and number.

1+ DIRECT INTERNATIONAL DIALING

You can dial your international call direct using AT&T service by dialing zero, one, one, and the country code, city code and number.

PLACING AN AT&T CALL FROM A NON-AT&T SUBSCRIBED TELEPHONE (AT&T ACCESS CODE)

You can dial your (type of call) using AT&T service by dialing one, zero, A-T-T (and the appropriate domestic or international dialing instruction phrases underlined on the preceding pages)

If customer finds A-T-T confusing, explain that it's the same as the digits 2-8-8.

MISC. SCREEN INDICATORS

INDICATOR	LOCATION	MEANING
CL (Claimed)	Lower left-hand corner of screen	Your next position seizure will be a conference or transfer from another operator
CONFR (Conference)		Position seizure is a conference from another operator or SA
TRANS (Transfer)		This seizure is a transfer from another operator/SA
CW		Call waiting is in effect
DLY (Delay)	In forward loop supervision area	No circuit available to the verfication network
WAIT	In Conference loop supervision area	Calls to SA are backed up
IFLOW:XXXX (Interflow)	Left of Carr:field	Call originated at a distant switch XXXX

CONFERENCE WITH SA

1. Press SPLIT FWD or SPLIT BK, if appropriate

2. Press SA key

   -or-

   - Press CONFR key
   - Key number or code locally assigned

   - Press SEND

3. To transfer call to SA after conference, press POS REL

4. To continue handling call after conference:

   - Press REL CONFR to break connection to the SA

   - Press SPLIT FWD or SPLIT BK to restore communication with customer, if necessary

TRANSFER TO SA

To transfer a call to the Service Assistant without announcement or consultation:

1. Press TRANS and SA

   - or -

   Press TRANS and key number or code locally assigned:

   _____

------Call clears from VDT automatically-----

STATION DELAYS - BUSY

1. If Busy Signal is heard, press REL FWD

2. Say, "The number is busy. Will you try your call later please?"

3. If customer will try later, press CANCEL CALL and POS REL

   If customer asks you to try again, press SEND to manually advance call

- DOESN'T ANSWER

1. If after 5-6 rings the fwd # hasn't answered, say, "There is no answer. Will you try your call later, please?"

2. If the customer:
   Will Try Later - press CANCEL CALL and POS REL

   Asks You To Let It Ring Longer - comply with the request

   Asks You To Try Another Number - Press CANCEL CALL, input new FWD # and handle as usual (If original call was 0+, exempt from extra charges, by pressing DDD or BLG CODE, CD, ENTER)

- CHARGES REFUSED

1. If the forward number refuses collect charges, say, "Thank you, that is all"

2. Press REL FWD

3. Say to the bk party, "Charges have been refused. Will you pay for the call?"

4. If call is abandoned, press CANCEL CALL and POS REL. If caller will pay, press PAID or input other billing requested

PERSON CALL - PARTY UNAVAILABLE

1. If the forward party is not available on a person call, ask, "Will you speak to anyone else, or will you try your call later?"

2. If they will try later, tell the forward party they will try later, press CANCEL CALL and POS REL

3. If they will speak to someone else, announce person call for new name

NOTE: Person calling is a premium service and we can comply with customer requests to:

Ask for another number where the party can be reached

Ask when the party will return

Leave the name and number of the back party for the forward party to call on their return

AT&T LANGUAGE LINE

When you require translation assistance because a caller only speaks a foreign language:

- If you determine that spanish language assistance is needed reach AT&T Espanol (see inside Back Cover)
- If you determine that another language is being spoken or cannot determine what language is being spoken, reach AT&T Language Line

1. Reach Language Line on the conference connection:
   - Press CONFR key
     (If you reach Language Line with a Forward and Back party on the line, one party must be split before you can outpulse the number)
   - Key 408-648-7111
   - Press SEND

2. When they answer, respond with the name of the language, if known, or "language unknown" (If originating on USADirect, name of calling country may help)

3. Give the following client information when asked. Press SPLIT BK to preserve the security of the billing codes
   - CLIENT ID _____
   - CLIENT NAME: OSPS
   - PERSONAL CODE: _____
   - Press SPLIT BK

4. Language Line will make up to 5 attempts to locate an interpreter

5. When the interpreter answers, they will give you their ID #. Note it in the Detail field

(Continued on preceding page)

AT&T LANGUAGE LINE (CONT'D)

6. Speak to the interpreter just as if you were speaking to the customer. The interpreter will translate exactly what you say. Begin, "I'm an interpreter with AT&T. How may we help you?"

7. When you have obtained all required information, excuse the interpreter
   - Say, "End of Call"
   - Wait for interpreter to repeat, "End of Call"
   - Press REL CONFR

8. If request was for a call, handle as usual. (Use foreign inward operator, if language assistance is required announcing a collect call, for example)

   If request is for an AT&T customer contact center, look up and dial the appropriate 800 number, remain on the line and announce you have a customer on the line requiring Language Line assistance. Give translator ID from original contact.

If during your Language Line contact, you identify that the customer wants to call a non-AT&T entity (Social Security, doctor's office), ask customer if they would like to be connected with our interpreter service. Advise there is a charge.

If yes, connect to the "Consumer Offer" number:
- Say "End of Call" and wait for interpreter to repeat "End of Call"
- Press REL CONFR
- Press FWD #, 408-628-8486, ENTER
- Press DDD (unless other billing has been mentioned)
- When they answer, press POS REL

AT&T LANGUAGE LINE

If an english speaking customer requests information about AT&T Language Line translation services, refer them to:

800-752-6096

If YOU require translation assistance for ANY language OTHER THAN SPANISH:

See Page 116 for Language Line procedures

TROUBLE CODES

CONDITION	CUST. REPORTED	OPR. OBSERVD FWD #	OPR. OBSERVD BK #
POOR TRANSMISSION (noise, crosstalk, garble, can't hear, can't be heard)	52	12	*92
ECHO SOUND in transmission after Fwd station answer	58	18	--
REORDER/NO CIRCUIT	56	16	--
NO RING/NO ANSWER	51	11	--
WRONG NUMBER or intercept reached improperly	50	10	--
CUTOFF by equipment	55	15	85
IMPROPER SUPERVISION No supervision or false supervision	--	14 (999)	84 (998)
INCOMING SIGNAL, NO RESPONSE RECEIVED	--	--	93
CROSSED POSITION	--	--	95
INCORRECT CALL TYPE	--	--	96
DATAPHONE TRANSMISSION TROUBLE	62		

**Use 93, not 92, for incoming signal/no response*
Use 05 if giving equivalent service credit on a coin paid call
Use 23 when using SLAB for a back customer speaking Spanish

AT&T ESPANOL

Reach AT&T Espanol for spanish language assistance, if a customer:

- asks for "AT&T Espanol"
- requires Spanish translation to place a call
- needs Spanish translation to understand a collect or person announcement

If only the back party is on the line, reach AT&T Espanol, as follows:

1. Press ROUTE # soft key
2. Key digits 818+033
3. Press SEND

If both forward and back parties are on the line, reach AT&T Espanol over the conference connection. One party must be split before you can outpulse the conference number. (OSPS only allows connections to two external telephone numbers at a time.)

1. Press CONFR key
2. Key 800-932-0684
3. Press SEND

When AT&T Espanol answers, Say, "This is (office name) OSPS." Request assistance required, for example:

"Translation assistance"

"Assistance announcing a Station Collect call from (name)."

Use Trbl Code 23 to identify Spanish-speaking customers, whether or not you require translation assistance.